State of Montana
Department of Public Health and Human Services
PO Box 4210 Helena, MT 59604

VACANCY ANNOUNCEMENT

December 19, 2007   5 Page Document

TITLE:	Computer Support Technician
POSITION NO:	04904
LOCATION:	Technology Services Division, Helena
STATUS:	**Part-Time**/Permanent
UNION:	MEA/MFT
PAY PLAN:	Pay Plan 20, Pay Band 4
STARTING SALARY:	$13.03 - $16.29 hourly. Depending on qualifications and internal equity.
SUPPLEMENT:	Yes

APPLICATION DEADLINE: State of Montana Applications can be submitted to any local Job Service or Human Resources- DPHHS, PO Box 4210 (111 Sanders, Room 202), Helena, MT. Applications may also be emailed to hhsea@mt.gov or faxed (406) 444-0262. Applications must be received or postmarked if mailed no later than **5:00 p.m., Friday, January 11, 2008**. For further information visit the DPHHS website: www.dphhs.mt.gov/jobs

SPECIAL INFORMATION: Applications will be scored based upon transcripts or certification of courses claimed. This is a half-time (20 hours per week) position funded at up to 30 hours per week.

If there are not a sufficient number of qualified applicants, a training assignment may be considered. In order to be eligible for a training assignment, applicants must possess the required education and some IT experience **OR**, if substituting experience for the education, be short no more than two years relevant experience. Please see Education/Experience section for details on minimum qualifications.

TYPICAL DUTIES: This position is a member of Technology Services Center. This position provides technical support for DPHHS technology users. This position also maintains and provides support for department websites.

KNOWLEDGE, SKILLS AND ABILITIES (COMPETENCIES) DESIRED:

<u>Knowledge:</u> Knowledge of mainframe and mid-range computer operations; personal computers and software including, but not limited to, Word, WordPerfect, Excel, Outlook Internet Explorer, HTML and Netware; help desk software for tracking, monitoring and evaluating support functions; standard office equipment; state, federal, and department rules, regulations and policies; and wiring and LAN installations standards, requirements and components.

<u>Skills:</u> Advanced computer and customer service skills, including good telephone etiquette.

<u>Abilities:</u> Ability to handle hostile customers in a positive manner; troubleshoot a variety of computer problems quickly and accurately; communicate, both verbally and in writing; train and work well with others; listen and comprehend problems without customers having to repeat information more than twice; follow through with promises; meet management, project, and user specified deadlines; and to organize and prioritize assigned workload for maximum results.

EDUCATION/EXPERIENCE REQUIRED: Bachelor's degree in computer science, technology, software engineering, network administration, web programming/administration, or computer programming **AND** one year of practical experience in the information technology field working in a customer service environment **OR** Bachelor's degree in related field that includes 18 semester credits in computer related classes **AND** two years of practical experience in the information technology field working in a customer service environment. Relevant experience may substitute for the formal education on a year-for-year basis. Other equivalent combinations of education and experience will be considered. Applications will be scored based upon transcripts or certification of courses claimed.

APPLICATION AND SELECTION PROCESS: This position is being advertised outside the agency and in-house applicants must compete with the outside applicant pool. Interested persons must submit the following prior to the closing date to be considered:

1.   <u>Signed</u> state application (PD-25, rev.05/03 or later);
2.   Applicants claiming the **Veteran's or Disabled Person's Employment Preference** (see State of Montana Employment Application, PD-25) must provide verification of eligibility with the application materials. The required documentation includes a DD-214 or PHHS Certification of Disability form;
3.   Photocopy of transcripts for any coursework at a college or technical school. (*Only degrees from an accredited college or university recognized by the US Department of*

Education are acceptable to meet education requirements). **If applicant has difficulty obtaining transcripts you will be given a five-day grace period to submit them to our office after the closing date to:** HUMAN RESOURCES, PO Box 4210, Helena MT 59604; and

4.   Supplement questions.

Applications will be rejected for late, incomplete or unsigned application materials.

COMPENSATION: Eligible state employees are also provided paid health, dental, vision and life insurance. Other benefits including a deferred compensation program, public employees retirement system, annual leave, sick leave, paid holidays and up to 15 days military leave with full pay.

IMMIGRATION REFORM AND CONTROL ACT: In accordance with the Immigration Reform and Control Act, the person selected must produce **within three (3) days of hire** documentation that he/she is authorized to work in the United States. Examples of such documentation include a birth certificate or social security card along with a driver's license or other picture I.D., a U.S. passport or a green card.

REASONABLE ACCOMMODATIONS: Under state and federal law, qualified applicants with disabilities are entitled to reasonable accommodations. Modifications or adjustments may be provided to assist applicants to compete in the recruitment and selection process, to perform the essential duties of the job or to enjoy equal benefits and privileges of employment available to other employees. Alternative accessible formats of this document will be provided upon request. An applicant must request an accommodation when needed. If you need any such accommodation, contact Human Resources at 444-3136 as soon as possible to allow time to make needed arrangements.

SELECTIVE SERVICE COMPLIANCE CERTIFICATION: All male applicants (born on or after January 1, 1960) must complete a copy of 'Statement of Selective Service Registration Status' if offered a position with the State of Montana, unless they meet certain exemptions under Selective Service law. If you are required to register, but fail to do so, you are not eligible for employment with the State of Montana.

Department of Public Health and Human Services
Title: Computer Support Technician
Position: #04904
Location: Technology Services Division, Helena

This supplement will be reviewed separately from the state application you submitted, and it will become a further basis for our evaluation of candidates. Your responses to these supplemental questions must be printed clearly or typed on standard 8.5 x 11 inch paper. Each response should be clear, concise and numbered. Since your responses will be reviewed separately from your state application, please repeat any information that may appear on it or your resume rather than writing 'see my resume or application.'

QUESTIONS

NOTE: Answers to the following questions must be specific as to dates and employers. If this supplement is used as a screening tool, some answers may be rated based on months or years of experience. Reference will not be made back to your state application or resume. **In order to receive maximum credit, please be sure each of your responses is specific as to duties/programs/applications, employers, dates, length of time (duration), etc.**

1. What education/experience do you have with computer technical support related activities in a customer oriented environment? How was the support organized?

2. What education/experience do you have performing computer operations tasks on a mainframe, a midrange and/or a personal computer? What did you do on each of these platforms?

3. What experience do you have with internet technology, (browsers, web page development and maintenance, etc)?

4. What education/experience do you have with various hardware and software products for which you are technically proficient such as computers, printers, operating systems, word processors, spreadsheets, e-mail, FTP, programming tools and database systems?